

Book an appointment

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Make a patient appointment, including multiple and linked bookings and bookings from the waitlist. To book a surgery, see the [Book a surgical procedure article](#).

An [Appointment Report](#) can be produced to view cancelled or missed appointments and SMS patients.

Book an appointment

This section explains how to create an appointment for an existing patient. To learn more, see the [Appointment options](#) guide.

To make an appointment:

1. On the **Reception** tab, select **Appointments**.

The Appointment Book that displays is relevant to the branch you logged into.

2. Under the relevant practitioner / resource, double-click or right click the time slot.
3. Search for and select the.

The **Appointment Details** screen will open.

Referrals or **Alerts** will appear on the right under **Other Details**.

4. In the **Type** field, select the **Appointment Type**, the duration and end time will adjust automatically.
5. Optional:
 - **Duration** - can be changed and the **End Time** will update accordingly.
 - **Start Time** - can be changed in Zedmed v38.7. It does not need to match the slot's start time.
 - **Notes** - to record information relevant to the booking.
6. Select **Close** to save the appointment.

Appointment icon explanations

The following icons are used to indicate the patient's status.

Icon	Description	Explanation	
	Barr, Lydia Std Cons	Green tick (left)	Patient has been attended to the Waiting Room.
	Barr, Lydia Std Cons	Red folder + cross	The patient's IHI is unavailable.
	Simkins, Talia --- Onlin	Green folder + tick	The patient's IHI is available.
	Simkins, Talia --- Onlin	Cloud icon	The patient made the appointment via Online Appointments.
	Smith, Dave --- Online	Cloud icon with +	A patient's first Online Appointment needs reconciling.
	C82 Smith, Henry Std Co	Credit card	Credit card provided.
	C82 Smith, Henry Std Cc	File folder	File pulled & patient not attended. Replaced by a green tick when attended.
	62 Black, Emma (18:00)	Phone icon	Patient replied YES (green tick) to reminder SMS. Replaced when attended.
	Best, Gertie	Yellow dollar	An invoice has been raised. Replaces the attended tick.
	Black, Emma	Green dollar	An invoice has been receipted. Replaces the attended tick.
	Alston, Mia	Grey dollar	An invoice has been voided. Replaces the attended tick.

Repeat, linked and multiple bookings

These topics are extensions of the **Make a Patient Appointment** section above.

Repeat bookings

Selecting **Repeated booking** (see screenshot above) on the **Appointment Details** screen will enable the **week(s), frequency,** and **Booking period** fields. Use these fields to repeat the appointment every X weeks for a selected number of weeks (up to 52). When you select **Close**, the list of appointments will be displayed and conflicts will be checked. De-select appointments to resolve conflicts, and use the **Search/Delete** functions to remove multiple forward bookings.

Linked bookings

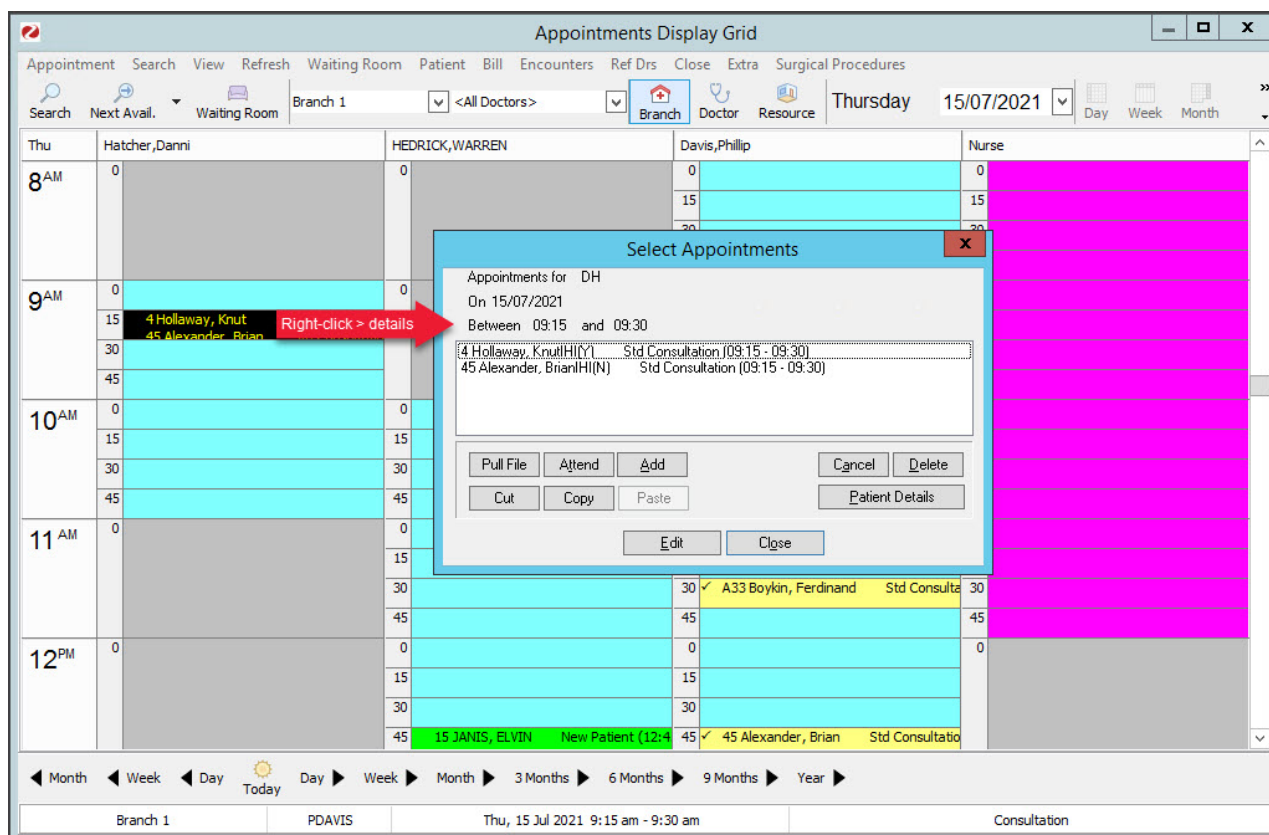
Some appointment types support **Linked Appointments**, allowing you to connect two practitioners/resources. This is useful when the practitioner providing the service is different from the one who will be billed for it. For example, an immunisation appointment may have a nurse for the attendance and a doctor to charge it to. After you save (Close) an appointment that supports linked bookings, the **Linked Appointment Details** screen will appear, simply select the second practitioner from there.

The screenshot shows the 'Appointment Details' form for a patient named Emma Black. The appointment is for Friday, 12 September 2025, at 10:00 AM, lasting 10 minutes, at Albany Road Clinic. The doctor is Phillip Davis. The appointment type is 'Immunisation - Linked'. Below this, the 'Linked Appointment Details' screen is open, prompting the user to enter information for a second healthcare provider. It shows the patient's details (Black, Emma, DOB 13/12/1990, Address 30 3rd Street, ELLEN GROVE 4078) and a table for 'Health Provider Availability' for Friday, 12 September 2025. The table has columns for Time, Duration, and Activity Type. At the bottom, there are radio buttons to nominate which healthcare provider is to be billed as the service provider, with 'Phillip Davis' selected. Navigation buttons include 'Close', 'Print Appt', 'Cancel', and 'Help'.

Original Appointment Details	Linked Appointment Details	Health Provider Availability
Friday, 12 September 2025	Friday, 12 September 2025	Friday, 12 September 2025
Doctor/Resource: Phillip Davis	Pick a healthcare provider	Time, Duration, Activity Type
Start Time: 10:00	Start Time: --:--	
Duration: 00:10	Duration: --:0	
End Time: 10:10	End Time: --:0	

Multiple bookings

It's possible to create multiple bookings in any time slot. You will be warned of possible conflicts and multiple bookings in the same time slot will display in red. There is limited space to show the details, so right-click the booking and select **Details** for more information.



Use the Cancellation Waiting List

If a patient makes an appointment but wants an earlier time, they can be added to the Cancellation Waiting List and given priority. When another patient's appointment is cancelled, you can check the waitlist and move a patient to the new appointment time based on their priority.

Add an appointment to the Cancellation Waiting list

To waitlist an appointment:

1. Open the **Appointment Details** screen.
2. Create the appointment.

If the patient already has an appointment, locate and open their appointment.

3. In the **Cancellation Waiting Priority** field, select a **Low**, **Medium** or **High** priority, this adds the patient to the Cancellation Waiting List.

To remove a patient from the waitlist, change the **Cancellation Waiting Priority** field back to blank.

Appointment Details

Date: **Monday, 16 January 2023** Created by RD **Holloway, Knut** ✓
 Doctor: **Phillip Davis** on 16/01/23 at 08:26 File No 4 Pull File Yes DOB 19/05/1952
 Resource First in 26/07/2022 Last in 9/01/2023 Type

Start Time: 10:30 Clinic: Branch 1
 Duration: 00:30 Status: Current
 End Time: 11:00 Type: **Std Consultation**

Notes

Reason for chosen date
 Cancellation Waiting Priority: **Medium**

Hide Notes Allow SMS Send Confirmation SMS

Account Payers

Medicare	MC	\$3,777.50
Holloway, Knut	P1	\$598.55
Gall	WC	\$107.16
Department of Veterans Affairs	DVA	\$.00

Repeated booking

Contact Details

Phone (H) Work (W)
 Mobile 0422803434
 Address 5 Jacob Pl, BUGLE RANGES 5251

Other Details

Expiry MC HCC
 Referral
 Alerts

Book an appointment from the Cancellation Waiting list

To move a waitlisted appointment:

1. Right-click the spot made available by the **cancelled appointment**.
2. Select **Add (From the Cancellation Waiting List)**.

The **Appointments for Cancellation List** screen will open.

This lists the patients who want an earlier appointment time, their waiting list priority and contact phone numbers.

3. Select the patient to add in the new time slot.
4. Click **Select** and the patient will be moved to this spot.

The patient moved to the new appointment will have their previous appointment removed and they will be removed from the Cancellation Waiting List.

The screenshot displays the 'Appointments Display Grid' interface. At the top, there's a menu bar with options like Appointment, Search, View, Refresh, etc. Below the menu, there are search and filter options, including 'Branch 1' and 'HEDRICK, WARREN'. The main area shows a calendar for Friday, 23/07/2021, with time slots from 10 AM to 11 AM. A black bar at 10:45-11:00 is labeled 'New appointment' with a red arrow. A yellow bar at 11:30-11:45 is labeled 'Original appointment' with a red arrow. Below the grid is a 'Cancellations List' window showing a table of appointments. The 'Hollaway, Knut' entry is highlighted with a red box. Below the table are fields for 'Appointment Type' (Std Consultation), 'Appointment Date Time' (19/08/2021 12:45), and buttons for 'Print', 'Select', and 'Cancel'. The 'Select' button is also highlighted with a red box.

Patient Name	Mobile Phone	Work Phone	Home Phone	Date of Birth	Doctor	Resource	Priority	Duration
BLAIR, BEVERLY	0412012100		03 125 12541	21/11/1999	Phillip Davis		High	15 Mins
Hollaway, Knut	0478701007			19/05/1995	WARREN HEDRICK		High	15 Mins
Berg, Max				16/11/1978	WARREN HEDRICK		Medium	15 Mins

Make a non-patient appointment

New patients often have a **patient record created** before an appointment is made. Sometimes you may want to make an appointment for someone without a patient record. For example, if you're not sure, the patient will turn up.

To book an appointment for a non-registered patient:

1. Go to Zedmed's **Reception** tab.
2. Select **Appointments**.
3. Right-click the relevant time slot and select **Add (Non-Patient)**.

The **Appointment Details** screen will open with many of the fields disabled.

4. Fill in the relevant appointment details:
 - o In the **Type** field, select the Appointment Type.
 - o If required, change the **Duration**, the **End Time** will update accordingly.
 - o Use the **Notes** section to record information relevant to the booking..
5. Select **Close** to save the appointment.

When the patient arrives, you can open the appointment and use the **Find Patient** button then select **New** to start the **Add Patient process**. When you have completed their registration details, you will be returned to the **Appointment Details** screen and can **Attend** them directly.

6. The **Add (Non-Patient)** feature may also be used to book a practitioner's time for non-patient activities such as meetings or report writing.

Appointment Details

Date: **Friday, 23 July 2021** Created by PD
 Doctor: **WARREN HEDRICK** on 28/07/21 at 13:48

Resource: File No: Pull File: DOB: Type:

Start Time: 12:15 Clinic: Branch 1
 Duration: 00:15 Status: Current
 End Time: 12:30 Type:

Notes:

Reason for chosen date:
 Cancellation Waiting Priority:
 Hide Notes: Allow SMS:

Account Payers:

Repeated booking:

Print Label Booking rules Print Letter Find Patient Print Slip Close Cancel Help

Pull a physical file

For practices using physical patient files, you can right-click an appointment and select **Pull File**. This will place a folder icon next to the patient in the Appointment Book to indicate the patient file has been pulled for the doctor.

You can then right-click **Un-Pull File** when the file is returned.

The screenshot shows an appointment book grid with a context menu open over a specific appointment. The appointment is for '41 Holloway, Knut' on '29/08/2024' at '10:15 - 10:25'. The context menu includes options like 'Add (Patient)', 'Details', 'Edit', 'Delete', and 'Pull File'. A second window titled 'Select Appointments' is also open, showing the same appointment selected, with 'Un-Pull File' highlighted in the bottom menu.

To learn more, see:

- [Appointment book time slot options](#)

- Appointment display options
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